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EXPRESS MAIL NO. EL750738760US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. YOR920010031US1

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

ZHEN LIU, MARK S. SQUILLANTE, and JOEL LEONARD WOLFFor: **APPARATUS AND METHODS FOR MAXIMIZING SERVICE-LEVEL-AGREEMENT PROFITS**

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

Enclosed are also:

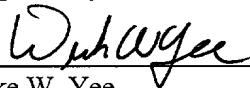
☒ 31 Pages of Specification including an Abstract
☒ 7 Pages of Claims (Claims 1 - 42)
☒ 9 Sheet(s) of Drawings

CLAIMS AS FILED

| FOR | Number Filed | | Number Extra | | Rate | | Basic Fee (\$710) |
|---------------------------|-----------------|-------|-----------------|---|-------|---|----------------------|
| Total Claims | 42 | -20 = | 22 | X | \$ 18 | = | \$396 |
| Independent Claims | 3 | -3 = | 0 | X | \$ 80 | = | \$0 |
| Multiple Dependent Claims | 0 | | | X | \$270 | = | \$0 |
| Total Filing Fee | | | | | | | = \$1,106 |

☒ Please charge \$1,106.00 to IBM Corporation, Deposit Account No. 50-0510.☒ The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, **Deposit Account No. 50-0510**. A duplicate copy of this sheet is enclosed.☒ Any additional filing fees required under 37 CFR § 1.16.☒ Any patent application processing fees under 37 CFR § 1.17.

Respectfully,



Duke W. Yee

Reg. No. 34, 285

Carstens, Yee and Cahoon, L.L.P.


P.O. Box 802334

Dallas, Texas 75380

Telephone: (972) 367-2001

CERTIFICATE OF MAILING BY "EXPRESS MAIL"

"Express Mail" mailing label number EL750738760US. Date of deposit April 10, 2001. I hereby certify that the papers or fees listed below are being deposited with the United States Postal Service by "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.



Dell Whitton

ENCLOSED are the following documents, being sent by "Express Mail":

1. Transmittal Letter in duplicate;
2. Associate Power of Attorney;
3. Patent Application (31 pgs. spec. & abstract, 7 pgs. Claims 1 - 42);
4. 9 pages of drawings; and
5. Two return postcards.